

Texas A&M International University Annual Institutional Effectiveness Review (AIER)

Date Submitted 02/12/2008

Assessment Period Covered (2007)

Academic Program/AES Unit Property Inventory Management & Receiving Department

Person(s) Preparing Review Carlos Bella

Provide summary of the last cycle's use of results and changes implemented

The Finance and Administration Division 2006 Service and Quality Survey were revised to better relate the survey to the Property Inventory Management & Receiving Department. Our goal is to receive an 85% of satisfaction per question. The survey includes questions regarding:

- 1.) Service of Property and Receiving Department
- 2.) Convenience and effectiveness of daily deliveries
- 3.) Procedures for Issue/Transfers and reporting of lost, stolen, or damaged University property

Section I: Planning and Implementation
--

Institutional Mission

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society ... Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Academic Program or Administrative/Educational Support Unit Mission

The mission statement of Property Management is to record documentation of all University property, affix identification tags and maintain required information in accordance with the State, the A&M System, and University regulations. The mission statement of the Receiving Department is to promptly distribute all merchandise received.

Identify outcomes and the relationship to Strategic Plan

Outcome 1

Is this outcome related to writing (QEP)?

The Property Department will conduct more efficient procedures for the Issue/Transfers of the University Property and the reporting of stolen, lost, or damaged University Property.

Identify Strategic Plan Goal related to Outcome 1

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 1

3.2 Provide service and outreach activities to the University service area in a professional courteous, efficient, and in a timely manner.

Identify methods of assessment to be used

1.) 2007 Finance and Administration Division Service Quality Survey.

Indicate when assessment will take place

Annual

Criteria/Benchmark

Using the 2007 Finance and Administration Division Service Quality Survey as a guideline, 85% of the University staff will be satisfied with " The procedures for the Issue/Transfers of University property and reporting of stolen, damaged, or lost property".

Outcome 2

Is this outcome related to writing (QEP)?

The Receiving Department will conduct precise deliveries of merchandise/packages and office supplies to the departments in the University.

Identify Strategic Plan Goal related to Outcome 2

Goal 3 Service

Identify Strategic Plan Objective related to Outcome 2

3.2 Provide service and outreach activities to the University service area in a professional courteous, efficient, and in a timely manner.

Identify methods of assessment to be used

2007 Finance and Administration Division Service Quality Survey

Indicate when assessment will take place

Annual

Criteria/Benchmark

Using the 2007 Finance and Administration Division Service Quality Survey as a guideline, 85% of the University staff will be satisfied with "The conviniece and effectiveness of the delivery of merchandise/packages and office supplies".

Outcome 3

Is this outcome related to writing (QEP)?

Identify Strategic Plan Goal related to Outcome 3

To Select Goal Click Here

Identify Strategic Plan Objective related to Outcome 3

Identify methods of assessment to be used

Indicate when assessment will take place

Click to select

Criteria/Benchmark

Section II: Analysis of Results

When (term/date) was assessment conducted?

Outcome 1

January 2007

Outcome 2

January 2007

Outcome 3

What were the results attained (raw data)?

Outcome 1

The Property Department showed an overall satisfaction by our end users by surpassing the benchmark placed. The raw scores in respect to the Property Department are as follows: 85%, 94%, and 92%.

Outcome 2

The Receiving Department showed an overall satisfaction by our end users by surpassing the benchmark placed. The raw scores in respect to the Property Department are as follows: 89%, 88%, and 94%.

Outcome 3

Who (specify names) conducted analysis of data?

Outcome 1

Department of VP Finance and Administration
Jose Garcia

Outcome 2

Department of VP Finance and Administration
Jose Garcia

Outcome 3

Enter text here

When were the results and analysis shared and with whom (department chair, supervisor, staff, external stakeholders)? Submit minutes with data analysis to assessment@tamiu.edu (Please use Minutes Template located on the [Project INTEGRATE](#) web page.)

Laura Rea shared the results of the VP survey with former Property Manager James Palacios. He then shared the results with the Receiving staff - David Alvarado, Robert Lozano, and Chris Saldivar.

NOTE: Submit all assessment documentation (i.e., surveys, rubrics, course exams with embedded questions, etc.) to the Office of Institutional Effectiveness and Planning.

Use of Results: Indicate whether criteria were met/not met and what changes, if any, have been identified based on the data collected?

Outcome 1

Met Not Met

Provide narrative: Outcome 1 was met as shown in the achievement of quality scores above 85%.

Outcome 2

Met Not Met

Provide narrative: Outcome 2 was met as shown in the achievement of quality scores above 85%.

Outcome 3

Met Not Met

Provide narrative:

How have these data-based changes improved your program/unit?

Section III: Programmatic Review

Are resources affected by the changes identified in Section II? Yes No

If so, specify the effect(s) using the chart below:

Funding	Physical	Other
<input type="checkbox"/> New resources required	<input type="checkbox"/> New or reallocated space	<input type="checkbox"/> Primarily faculty/staff time
<input type="checkbox"/> Reallocation of current funds		<input type="checkbox"/> University rule/procedure change only
		<input type="checkbox"/> Other: Enter text here

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan)

Enter text here

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):
 We will continue to use these outcomes as they are good indicators of our overall performance. If we are delegated new duties, we will revisit these outcomes and change them to reflect our new responsibilities.

New Outcome(s) – (List outcomes below):

Modification of present outcome(s) – (Indicate reason for modification):

****** This section to be completed by dean/director/vice-president ******

Are resources requested a priority for the academic program/AES unit?

Yes No

Comments:

Enter text here

If funding, physical or other resources were requested, what is the impact of the budget decisions on the academic program/AES unit?

Enter text here